	Application/Control No.	Applicant(s)/Patent Under Reexamination
Notice of References Cited	10/651,387	HAMILTON, KEN
	Examiner	Art Unit	
	Tan Dean D. Nguyen	3689	Page 1 of 1

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	"Excellence for Service Level, Change and Risk Management". Item no. 16 of IDS submitted by applicant on 1/12/04
*	V	Fenton, N. "Making Decisions: Bayesian Nets & MCDA", April 4, 2000, Computer Science Dept., London, pages 1-27
	W	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.